

KEY PERFORMANCE OUTCOMES 2024-25 Q3

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KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT					
	CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	Total number that utilised customer agreements	Total number of working days for total number of BWs and amendments issued	Average time per BW (Working Days)
DOMESTIC	0 - £10,000	78	0	6076	77.90
	£10,001 - £50,000	33	1	3354	101.64
	£50,001 - £250,000	23	0	1860	80.87
	£250,001 - £1,000,000	6	0	820	136.67
	£1,000,001 and above	4	2	570	142.50
NON-DOMESTIC	0 - £10,000	21	0	1277	60.81
	£10,001 - £50,000	9	0	1207	134.11
	£50,001 - £250,000	4	0	388	97.00
	£250,001 - £1,000,000	3	0	167	55.67
	£1,000,001 and above	2	0	104	52.00

Sub total	DOMESTIC - ALL	144	3	12680	88.06
Sub total	NON-DOMESTIC - ALL	39	0	3143	80.59

ALL CATEGORIES	Total	183	3	15823	86.46
Comments	The average time in days to issue a building warrant has reduced slightly since last quarter - 90 to 86 days. The number of building warrants and amendments decreased slightly in this quarter from 196 in Q2 to 183 in this quarter.				

Value bands Sub total	0 - £10,000	99	0	7353	74.27
Value bands Sub total	£10,001 - £50,000	42	1	4561	108.60
Value bands Sub total	£50,001 - £250,000	27	0	2248	83.26
Value bands Sub total	£250,001 - £1,000,000	9	0	987	109.67
Value bands Sub total	£1,000,001 and above	6	2	674	112.33

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KPO1(B) - TIME TAKEN TO ISSUE A FIRST REPORT (AND BUILDING WARRANT OR AMENDMENT ISSUED WITHOUT A FIRST REPORT)										
CATEGORY (by building type and value of work)	Number of first reports issued	No. of first reports issued within 15 days	No. of first reports issued in more than 15 days and within 20 days	No. of first reports issued in more than 20 days and within 35 days	No. of first reports issued in more than 35 days	% within 15 days	% more than 15 days and within 20 days	% more than 20 days and within 35 days	% more than 35 days	% check (should be nearly 100%)
DOMESTIC	0 - £10,000	58	41	16	1	0	70.69%	27.59%	1.72%	100.00%
	£10,001 - £50,000	34	12	21	1	0	35.29%	61.76%	2.94%	99.99%
	£50,001 - £250,000	18	8	10	0	0	44.44%	55.56%	0.00%	100.00%
	£250,001 - £1,000,000	3	1	2	0	0	33.33%	66.67%	0.00%	100.00%
	£1,000,001 and above	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%
NON-DOMESTIC	0 - £10,000	19	8	11	0	0	42.11%	57.89%	0.00%	100.00%
	£10,001 - £50,000	10	1	8	1	0	10.00%	80.00%	10.00%	100.00%
	£50,001 - £250,000	6	4	2	0	0	66.67%	33.33%	0.00%	100.00%
	£250,001 - £1,000,000	3	1	2	0	0	33.33%	66.67%	0.00%	100.00%
	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	113	62	49	2	0	54.87%	43.36%	1.77%	100.00%
Sub total	NON-DOMESTIC - ALL	39	14	24	1	0	35.90%	61.54%	2.56%	100.00%

ALL CATEGORIES	Total	152	76	73	3	0	50.00%	48.03%	1.97%	100.00%
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Commentary on main reasons why there are any significant changes	The number of first reports has decreased compared to Q2. 152 in Q3 compared to 161 in Q2. Performance has remained consistent with 98.03% having a first report issued within 20 days in this quarter and and 99.38% in Q2. Three applications took longer than 20 days with no applications exceeding 35 days. A customer agreement was in place for the application exceeding 35 days.
Provide main reasons why first report targets not met	As Above.

Value bands Sub total	0 - £10,000	77	49	27	1	0	63.64%	35.06%	1.30%	100.00%
Value bands Sub total	£10,001 - £50,000	44	13	29	2	0	29.55%	65.91%	4.55%	100.01%
Value bands Sub total	£50,001 - £250,000	24	12	12	0	0	50.00%	50.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	6	2	4	0	0	33.33%	66.67%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	1	0	1	0	0	0.00%	100.00%	0.00%	100.00%

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KPO1(C) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT (FOLLOWING A FIRST OR SUBSEQUENT REPORT) FROM RECEIPT OF SATISFACTORY INFORMATION											
CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	No. of BWs and amendments issued within 6 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 6 days and within 10 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 10 days and within 15 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 15 days of receipt of satisfactory information	% within 6 days	% more than 6 days and within 10 days	% more than 10 days and within 15 days	% more than 15 days	% check (should be nearly 100%)	
DOMESTIC	0 - £10,000	35	25	9	0	1	71.43%	25.71%	0.00%	2.86%	100.00%
	£10,001 - £50,000	23	23	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	13	9	4	0	0	69.23%	30.77%	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	3	0	3	0	0	0.00%	100.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	12	10	2	0	0	83.33%	16.67%	0.00%	0.00%	100.00%
	£10,001 - £50,000	7	5	2	0	0	71.43%	28.57%	0.00%	0.00%	100.00%
	£50,001 - £250,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£250,001 - £1,000,000	3	1	1	0	0	33.33%	33.33%	0.00%	0.00%	66.66%
	£1,000,001 and above	2	1	1	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	76	58	17	0	1	76.32%	22.37%	0.00%	1.32%	100.01%
Sub total	NON-DOMESTIC - ALL	24	17	6	0	0	70.83%	25.00%	0.00%	0.00%	95.83%

ALL CATEGORIES	Total	100	75	23	0	1	75.00%	23.00%	0.00%	1.00%	99.00%
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Commentary on main reasons why there are any significant changes	Performance remains green in Q3 with 98.00% in this quarter. Q2 was 99.44%. The number of Building Warrants and amendments increased during this period compared to Q2 - 128 in Q2 and 152 in this quarter.
Provide main reasons why targets not met	As Above.

Value bands Sub total	0 - £10,000	47	35	11	0	1	74.47%	23.40%	0.00%	2.13%	100.00%
Value bands Sub total	£10,001 - £50,000	30	28	2	0	0	93.33%	6.67%	0.00%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	13	9	4	0	0	69.23%	30.77%	0.00%	0.00%	100.00%
Value bands Sub total	£250,001 - £1,000,000	6	1	4	0	0	16.67%	66.67%	0.00%	0.00%	83.34%
Value bands Sub total	£1,000,001 and above	4	2	2	0	0	50.00%	50.00%	0.00%	0.00%	100.00%

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KPO2 - COMPLIANCE DURING CONSTRUCTION								
	CATEGORY (by building type and value of work)	Number of CCNPs for "accepted" completion certificates	Number of CCNPs fully achieved (by relevant person and verifier)	Number of CCNPs fully achieved by "Relevant Person"	Number of CCNPs fully achieved by "Verifier"	% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates	% of CCNPs fully achieved by "Relevant Person"	% of CCNPs fully achieved by "Verifier"
DOMESTIC	0 - £10,000	27	9	9	9	33.33%	33.33%	33.33%
	£10,001 - £50,000	42	12	12	12	28.57%	28.57%	28.57%
	£50,001 - £250,000	26	5	5	5	19.23%	19.23%	19.23%
	£250,001 - £1,000,000	17	3	3	3	17.65%	17.65%	17.65%
	£1,000,001 and above	2	1	1	1	50.00%	50.00%	50.00%
NON-DOMESTIC	0 - £10,000	16	7	7	7	43.75%	43.75%	43.75%
	£10,001 - £50,000	6	2	2	2	33.33%	33.33%	33.33%
	£50,001 - £250,000	3	1	1	1	33.33%	33.33%	33.33%
	£250,001 - £1,000,000	6	1	1	1	16.67%	16.67%	16.67%
	£1,000,001 and above	7	5	5	5	71.43%	71.43%	71.43%

Sub total	DOMESTIC - ALL	114	30	30	30	26.32%	26.32%	26.32%
Sub total	NON-DOMESTIC - ALL	38	16	16	16	42.11%	42.11%	42.11%

ALL CATEGORIES	Total	152	46	46	46	30.26%	30.26%	30.26%
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Main reasons why CCNPs were not full achieved	The main reason CCNPs are not fully achieved is due to lack of notification by the relevant person. We are unable to break down reasons for failure per category but overall all of the failures were due to the lack of notification by the relevant person. Figures have increased this quarter - a new process has been introduced to remind applicants of expiry date of warrant. This has resulted in increased submissions however also increased the data in terms of lack of notification. This will require further investigation by the team.
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Unknown
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	We aim to respond to every CCNP notification received
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	None
Other comments on CCNPs	The system will not allow a zero in columns 3 and 4. As this information is not known, and to allow submission, the figures used equate to the totally number achieved.

Value bands Sub total	0 - £10,000	43	16	16	16	37.21%	37.21%	37.21%
Value bands Sub total	£10,001 - £50,000	48	14	14	14	29.17%	29.17%	29.17%
Value bands Sub total	£50,001 - £250,000	29	6	6	6	20.69%	20.69%	20.69%
Value bands Sub total	£250,001 - £1,000,000	23	4	4	4	17.39%	17.39%	17.39%

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Value bands Sub total	£1,000,001 and above	9	6	6	6	66.67%	66.67%	66.67%
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KPO5 - MAINTAIN FINANCIAL GOVERNANCE		
Verification COSTS	Total Staff Costs (£)	£179,736.00
	Staff costs on verification (£)	£168,743.00
	Staff costs on verification - breakdown 1 - plan checking element (£)	£52,772.00
	Staff costs on verification - breakdown 2 - inspection element (£)	£49,276.00
	Non-staff costs on verification (£)	£1,300.00
	Other verification investment (£)	£7,168.00
	Comments on verification costs	Non staff costs on verification - structural and fire engineer 3rd party reviews. Other verification investment - in this quarter the sum is made up of Transport (£3392) and supplies and services including technology (£3776) The service currently has a vacancy for Principal Building Standards Officer due to current acting up arrangements. We also had a death in service during the period and currently in a recruitment process.
Verification FEES	Total building warrant fee income (including 'late' BW)	£157,834.00
	Total amendment to warrant fee income	£22,328.00
	Total CC where no warrant was obtained fee income	£4,400.00
	Comments on fee income	Warrant Fee income has increased over this period significantly. The service received increased fee income over 2 months due to larger projects being submitted. The fee income over the 2 month period was near double our expected fee income for the period.
Verification VALUE OF WORK	Total value of works for BW applications (including "late" applications)	£32,570,535.00
	Total value of works for amendment to warrant applications	£1,351,625.00
	Total value of works for CC submissions where no warrant was obtained	£20,000.00
	Comments on value of work	.

Total	VERIFICATION (STAFF) COSTS (£)	£168,743.00
Total	VERIFICATION (ALL) COSTS (£)	£177,211.00
Total	FEE INCOME (£)	£184,562.00
Total	VALUE OF WORK (£)	£33,942,160.00
	% FEE INCOME / VERIFICATION (STAFF) COSTS	109.37%
	% FEE INCOME / VERIFICATION (ALL) COSTS	104.15%
	Other comments (e.g. significant variations between verification fee income and verification costs)	.

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KPO3 - COMMIT TO THE BUILDING STANDARDS CUSTOMER CHARTER	
Customer Charter published on verifier website	Published prominently
Customer Charter web address on verifier website	http://www.moray.gov.uk/moray_standard/page_79280.html
Customer Charter reviewed since last reporting period	Yes
Number of cases referred to LABSS Dispute Resolution Process	0
Number of cases referred to LA Complaints formal procedure	0
Number of cases referred to SG Verifier Performance Reporting Service for Customers	0
Number of SG Verifier Performance Reporting Service cases responded to by verifier within 5 days	0

KPO4 - UNDERSTAND AND RESPOND TO THE CUSTOMER EXPERIENCE	
Satisfaction rating from the last National Customer Survey	8.5
Details of any accredited customer service awards (for example Customer Service Excellence)	N/A

KPO6 - COMMIT TO BUILDING STANDARDS	
eBS published on verifier website	Published prominently
eBS published weblink	http://www.moray.gov.uk/moray_standard/page_79280.html
Number of applications for building warrant or amendment submitted through SG eBS system	199
Number of completion certificates submitted through SG eBS system	167
Number of other forms submitted through SG eBS system	373
Building warrant or amendment process - plan checking done electronically	Yes
Building warrant or amendment process - building warrant or amendment issued electronically	Yes
Building warrant or amendment process - inspection done electronically	Yes
Building warrant or amendment process - completion certificate accepted electronically	Yes
Main reasons for significant changes in digital processing	N/A

KPO7 - COMMIT TO OBJECTIVES OUTLINED IN THE ANNUAL PERFORMANCE REPORT	
Verifier Performance Report published on verifier website	Published prominently
Verifier Performance Report published weblink	http://www.moray.gov.uk/moray_standard/page_79283.html
Verifier Performance Report reviewed since last reporting period	Yes
Verifier Performance Report includes performance data	Includes all performance data

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OVERVIEW TOTALS OF BWs, CCs, CERTIFICATION AND ENFORCEMENT		
Building Warrants		
applications	Total no. of all BW applications (including "late" applications)	118
applications	"Late" BW applications (as included above)	4
applications	"Staged" BW applications (as included above)	2
decisions	No. of BW approved	112
decisions	No. of BW refused	0
amendments - applications	No. of amendment to BW applications	82
amendments - applications	Amendments to "staged" BW applications (as included above)	2
BW amendments - decisions	No. of amendment to BW applications approved	68
BW amendments - decisions	No. of amendment to BW applications refused	0
Comments	.	
Completion Certificates		
submissions	Total no. of CC submissions (including CCs where no BW was obtained)	238
submissions	Total no. of CC submissions where no BW was obtained (as included above)	6
decisions	No. of CC accepted	180
decisions	No. of BW rejected	58
Comments	.	
Certification		
Design scheme (building structures)	No. of certificates of design provided	105
Design scheme (energy - domestic)	No. of certificates of design provided	0
Design scheme (energy - non-domestic)	No. of certificates of design provided	0
Construction scheme (electrical installations)	No. of certificates of construction provided	15
Construction scheme (drainage, heating and plumbing)	No. of certificates of construction provided	2
Comments	.	
Energy Performance Certificates (EPCs)		
Domestic	No. of copy certificates received	42
Non-domestic	No. of copy certificates received	0
Comments	.	
Statements of Sustainability		
Domestic - Bronze	No. of copy certificates received	17
Domestic - Bronze Active	No. of copy certificates received	32
Domestic - Silver	No. of copy certificates received	0
Domestic - Silver Active	No. of copy certificates received	0
Domestic - Gold	No. of copy certificates received	0
Non-domestic - Bronze	No. of copy certificates received	0
Non-domestic - Bronze Active	No. of copy certificates received	0
Non-domestic - Silver	No. of copy certificates received	5
Non-domestic - Silver Active	No. of copy certificates received	0

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Non-domestic - Gold	No. of copy certificates received	0
Comments	.	
Fire Safety Design Summaries		
Non-domestic	No. of summaries received	0
Comments	We are unable to provide information at this time.	
Enforcement		
Section 25 - compliance	No. of notices served	0
Section 26 - continuing requirement	No. of notices served	0
Section 27 - enforcement	No. of notices served	0
Section 28 - defective building	No. of notices served	0
Section 29 - dangerous building emergency action	How many instances LA has taken action	0
Section 30 - dangerous building	No. of notices served	1
Procurator fiscal	No. of enforcement cases referred	0
Local authority undertaking work (in default)	No. of cases where local authority have undertaken work	0
Comments	We received 7 other enforcement and dangerous building cases over the period.	

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TARGETS	1.1	1.2	3.1	3.2	4.1	5.1	6.1	6.2	7.1	7.2
	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.	Minimum overall average satisfaction rating of 7.5 out of 10	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).	Details of eBuilding Standards are published prominently on the verifier's website.	75% of each key building warrant related processes being done electronically (Plan checking; BWs and amendments (and plans) issue; Verification during construction; CC acceptance)	Annual performance report published prominently on website with version control (reviewed at least quarterly).	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).
Local Authority										
Moray	98.03%	98.00%	Published prominently (with review)	No cases referred to BSD 'Reporting Service'	8.5	109.37%	Published prominently	4 of 4 done	Published prominently (with review)	Includes all performance data